MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BHR3614
HUMAN RESOURCE MANAGEMENT
(All sections/Groups)

15 AUGUST 2022
09.00 am. – 12.00 pm.
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of **TWO (2)** pages with **FOUR (4)** Questions only.
2. **ANSWER ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL FOUR (4) questions.

QUESTION 1

A job description is a written statement of what the worker actually does, how he or she does it, and what the job's working conditions are. Although there is no standard format for writing it, most job descriptions contain sections such as job identification. Prepare a sample form of a job description for the job "Marketing Manager".

[Total: 25 marks]

QUESTION 2

a. List **THREE (3)** basic types of interviews.

(3 marks)

b. Interview can be classified based on the "content" or the types of questions the interviewer asks. Explain the difference between situational interviews, behavioural interviews, job-related interviews, and stress interviews.

(12 marks)

c. Explain **FIVE (5)** errors that can undermine an interview's usefulness.

(10 marks)

[Total: 25 marks]

QUESTION 3

"In the same breath, employers must be mindful of young talents' keen desire for leadership support to up skill. Fresh graduates are aware that being given the opportunity to expand their responsibilities and competencies can lead to bigger and better-paying roles, which will help employers to retain and develop talent in the long-term," said Sanjay Modi, Managing Director of Monster.com – APAC and the Middle East.

a. Referring to the above statement, suggest **FIVE (5)** possible human resource approaches that employers should implement to retain young talents.

(15 marks)

b. When a supervisor tells someone that his or her performance is poor, the first reaction is often denial. Since denial is a defensive mechanism, dealing with defensiveness is an important appraisal skill. Suggest **FIVE (5)** ways you handle a defensive subordinate.

(10 marks)

[Total: 25 marks]

Continues....

QUESTION 4

a. Sarah, the Human Resource Manager, has long worked with a retail company in Melaka. During the 10 years of employment, she has seen how the company has grown up. Recently, the top management realize that they are having a new issue which is high turnover. Therefore, the top management has assigned Sarah to look into this issue. Suggest **THREE (3)** job evaluation methods to help Sarah solve this problem.

(15 marks)

b. Human resource management is important to all managers for several reasons. Perhaps, having a command of knowledge of HR concepts and techniques will help managers avoid personal mistakes. List **FIVE (5)** personal mistakes managers do not want to make while managing.

(10 marks)

[Total: 25 marks]

End of Paper